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COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242
(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

December 23, 2013

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers *J.E.P. (Signature)*
Chief Probation Officer

SUBJECT: **SENTINEL CONTRACT FOR AN ADULT ELECTRONIC MONITORING PROGRAM (EMP) – DECEMBER 2013 COMPLIANCE STATUS REPORT**

On November 26, 2013, the Board approved, as amended on motion of Supervisor Antonovich, the Probation Department's recommendation to sign a contract (Contract #78074) with Sentinel Offender Services, LLC (Sentinel), to provide an Adult Electronic Monitoring Program (EMP) for low to high-risk offenders and/or adult probationers as an alternative to incarceration, detention, or court sanction. The Board directed the Chief Probation Officer to:

1. Provide monthly contract compliance reports of this Sentinel contract;
2. Seek Board authorization prior to exercising the option to extend this contract at the end of the one-year base term;
3. Conduct a thorough audit of the three existing contracts for electronic monitoring and Global Positioning Satellite (GPS) services;
4. Review the terms and conditions of each of the three contracts with Sentinel, with varying terms and expiration dates, and provide recommendations that streamline and improve the delivery of these contracted services; and
5. Report back in 90 days on the audit of the contracts and recommendations that streamline and improve the delivery of these contracted services.

Overview

This report provides the initial monthly compliance status report that includes the current EMP status reflecting the number of active participants, current review results, and our plan to conduct additional reviews by January 22, 2014.

Current Program Status – Number of Active Participants

The current status of the EMP reflects that as of December 17, 2013, there were 113 active participants, of which:

- 78 (69%) were referred by the court;
- 35 (31%) were referred by the Sheriff's Department. (One participant is remaining from the 2011 AB 109/N3 Males Pilot Project and is included in these referrals.)

Current Review Results

During the months of January 2013, March 2013, April 2013, and September 2013, the Department conducted random case file reviews of 60 cases at Sentinel's Branch Offices. Based on case notes in these files, the review confirmed that the participants were being monitored at the appropriate level and the documentation indicated that the equipment was functioning properly. Overall, the result of these reviews supported satisfactory performance.

Review Plan

By January 22, 2014, we plan to complete the reviews identified below, with the results to be included in the next monthly report which will be submitted to your Board by January 27, 2014.

- **A review of all active case files at each vendor site** – the Department will employ a standardized case file evaluation form.
- **A further assessment of equipment functionality for all participants** – this will involve a review of issues with batteries and/or unit functioning.
- **A review of all participant complaints that have occurred since this current review** – during the course of the random phone checks as specified below, participants will be asked if they have any complaints with the program.
- **Implementation of periodic random phone contact reviews** – this process involves phone calls to the participant's residence at various times of the day or night to ensure that the participant is in fact at the location that is being reported by the EM system.

- **A review of all abscond and non-compliance reports** – this process involves a performance review of participant compliance and timely adherence to reporting guidelines.

Please contact me if you have any questions or need additional information, or your staff may contact Reaver Bingham, Deputy Chief, Field Services, at (562) 940-2513.

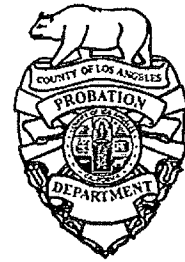
JEP:MP:REB:ed

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
John Krattli, County Counsel
Brence Culp, Chief Deputy, CEO
Georgia Mattera, Public Safety, CEO
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242
(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

January 29, 2014

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
Los Angeles, CA 90012

Dear Supervisors:

LOS ANGELES COUNTY PROBATION DEPARTMENT SECOND 30-DAY REPORT ON SENTINEL CONTRACT COMPLIANCE STATUS FOR THE LOS ANGELES COUNTY OFFENDER MONITORING SYSTEM

SUBJECT:

At the September 10, 2013 Board meeting, the Chief Probation Officer was asked to report back every 30 days on contract compliance and program updates for the Los Angeles County Electronic Monitoring Program (EM) as provided by Sentinel Offender Services, LLC (Sentinel). This is the second review. The current status of the program is summarized below.

During the week of January 6, 2014, the Pretrial Services Division (PTS) of the Los Angeles County Probation Department conducted a complete review of all active cases. The review was conducted on-site at the Contractor's offices. There were 94 active cases at the time. A standard review tool which covered 18 review categories was used. The Department will proceed with a formal Contract Discrepancy Report within the next 30 days.

The results of the review fall into five areas.

ACTIVE CASES:

The count of actual cases was 94. This is lower than the count of 104 cases that Sentinel had in the system. We will clarify this with Sentinel through the formal Contract Discrepancy Report that will be completed prior to the next review.

EQUIPMENT FUNCTIONALITY:

There were six (6) instances where delays in replacing faulty equipment were noted. These cases will be cited in the formal Contract Discrepancy Report.

PARTICIPANT COMPLAINTS:

From January 10, 2014, through January 18, 2014, PTS conducted telephone interviews with participants. Seventy participants were reached for a 74% sampling. Of the 70, 59 had no complaints. Eleven reported relatively minor complaints such as discomfort with the strap on the unit. All eleven reported that Sentinel had fixed the issue in a timely manner.

PHONE CONTACT:

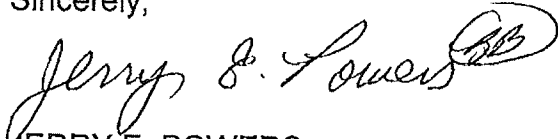
Of the 94 total participants, the review found that 70 participants (74%) were in compliance. Seven (7) completed the program during the review period and no attempt to contact was made. The review showed 17 compliance concerns. Of the 17 compliance concerns, nine (9) cases were participants not complying to program scheduling protocols; and eight (8) cases requiring further investigation to determine if the compliance issue is due to Sentinel's mishandling of the cases. Cases where Sentinel is found to be negligent will be addressed in the formal Contract Discrepancy Report.

FUTURE REVIEW PLAN:

The Department plans to incorporate the information above in a formal Contract Discrepancy Report. The Department will be meeting with Sentinel within the next 10 days in order to inform them of the need for explanation and corrective action and to serve Sentinel with the contract discrepancy document. Your Board will be updated as to this process in the next monthly report.

If you require additional information, please contact Deputy Chief Reaver Bingham, at (562) 940-2513.

Sincerely,

A handwritten signature in cursive script that reads "Jerry E. Powers". The signature is written in black ink and includes a circular flourish at the end.

JERRY E. POWERS
Chief Probation Officer

JEP:REB:ed

- c: William T Fujioka, Chief Executive Officer
- Sachi A. Hamai, Executive Officer, Board of Supervisors
- Brence Culp, Chief Deputy, Chief Executive Office
- John Krattli, County Counsel
- Georgia Mattera, Public Safety Cluster, CEO
- Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242
(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

February 26, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers 
Chief Probation Officers

**SUBJECT: 90-DAY REPORT ON ELECTRONIC MONITORING PROGRAMS:
GLOBAL POSITIONING SATELLITE CONTRACT, OFFENDER-PAID
CONTRACT, JUVENILE COMMUNITY DETENTION PROGRAM
CONTRACT (ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

At the November 26, 2013 Board meeting, the Chief Probation Officer was directed to: conduct a thorough audit of the existing contracts for electronic monitoring and Global Positioning Satellite (GPS) services (Item 3); review the terms and conditions of each of the contracts and provide recommendations that streamline and improve the delivery of these contracted services (Item 4); and report back on items 3 and 4 above in 90 days.

The three contracts referenced include the Adult and Juvenile GPS Electronic Monitoring Contract (#76708), the Offender-Paid Adult Electronic Monitoring Contract (#78074), and the Adult Juvenile Community Detention Program Contract (#77821).

GPS Contract Review:

Between May and October 2013, the Department conducted a thorough review of the contract with Sentinel Offender Services for GPS electronic monitoring. The review revealed the following deficiencies, which were subsequently memorialized in a formal Contract Discrepancy Report served on Sentinel on November 13, 2013: (1) Equipment failure, i.e., a random sampling of 196 cases revealed that over a 30 to 45 day period 51 or 26 percent of clients on GPS had their equipment exchanged as a result of equipment issues; (2) Failure to provide continuous monitoring services, i.e., some clients were not monitored via GPS for up to 11 days as a result of faulty equipment; (3) Removal of active cases to an archive or inactive status without the knowledge or consent of the Department, i.e., clients were assumed to have absconded and

subsequently archived or moved to inactive status without Probation's approval or knowledge; (4) Delays in initial hook-up of tracking devices and delays in handling equipment failures, i.e., some clients went unmonitored for up to three weeks as a result of the availability of GPS devices; and (5) Missing or insufficient documentation, i.e., the contractor failed to maintain and/or make all client case notes and documentation available to Probation. It should be noted that the examples provided above are not inclusive of all contract discrepancies noted in each category.

As a result of enhancements and modifications made by Sentinel between November and January 2014, it appears improvements have been made in the five areas referenced above. However, in an effort to substantiate the extent to which improvements have been made, the Department will complete a follow up review and subsequently provide the results to this Board in May 2014.

Offender-Paid Contract:

The Offender-Paid contract (Contract number 78074) has been reviewed multiple times since December 2013, and on three additional occasions during the last 90 days. The most recent review in early February 2014 resulted in a formal Contract Discrepancy Report. The Contract Discrepancy Report identified four main problem areas: (1) Failure to provide adequate monitoring services – equipment and monitoring issues, i.e., contractor failed to replace faulty equipment within 24 hours as required by the contract, to include delays of up to six to eight weeks; (2) Failure to provide adequate case management and notification of violations, i.e., failure to maintain current information on clients and failure to report participant violations; (3) Failure to adhere to the participant fee guidelines as specified in the contract, i.e., a random sampling of 58 cases appear to indicate that 62 percent were over or under charged in violation of the contract's sliding scale; and (4) Failure to provide accurate participant counts, i.e., a review of the daily count of active clients in the program revealed errors in accounting. It should be noted that the examples provided above are not inclusive of all contract discrepancies noted in each category.

A formal Contract Discrepancy Report was served on Sentinel on February 18, 2014 and in response, a Corrective Action Plan from Sentinel was recently received by the Department. The Department will complete its assessment of Sentinel's response and collaborate with Sentinel on the implementation of their corrective plan by the end of February 2014.

Juvenile Community Detention Program Contract:

The Department is in the early stages of assessing the Juvenile Community Detention Program Contract (Contract number 77821). If significant discrepancies are noted requiring a formal Contract Discrepancy Report, it shall be served on Sentinel by March 15, 2014.

Review of Contracts and Recommendations for Streamlining and Improving Services:

It is the Department's desire to consolidate all three of its electronic monitoring contracts given the similarities in the scope of work and functional requirements of both types of services, i.e., GPS versus electronic monitoring (radio frequency). However, given that the Sheriff's contract requires different services than that provided to Probation, it would be prudent for both Departments to manage their electronic monitoring contracts separately.

Please contact me if you have any questions or need additional information, or your staff may contact Reaver Bingham, Deputy Chief at (562) 940-2513.

JEP:MEP:REB:yb

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Officer
Georgia Mattera, Public Safety, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242
(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

April 1, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers *J-P*
Chief Probation Officers

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC ADULT ELECTRONIC
MONITORING PROGRAM (ITEM 27, AGENDA OF NOVEMBER 26,
2013)**

On November 26, 2013, on motion by Supervisor Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

In early January 2014, Pretrial Services Division conducted a review of 94 active cases at Sentinel's Branch Offices. Based on our review, there were a total of 15 (16%) participants identified as having either equipment issues or monitoring concerns. We also identified 13 (14%) participants as being non-compliant. In addition, there were a total of 58 cases (62%) where the established participant fees did not conform to the Contract's sliding scale. An additional 4 cases (4%) were identified as not having income verification on file. Furthermore, we noted errors on the daily count of active participants in the program.

On February 18, 2014, we proceeded with submitting a Contract Discrepancy Report (CDR) to Sentinel Offender Services, LLC outlining our findings above for their review and response. On March 4, 2014, we received Sentinel's response to our completed CDR. We have reviewed Sentinel's report and are currently finalizing our response for forwarding to Sentinel by April 11, 2014. We will also meet with Sentinel in the next two weeks to discuss the issues outlined in our response. It should be noted that the Contract Discrepancy Report process allows for certain timelines. By the time of the

Each Supervisor
April 1, 2014
Page 2

next report, this process should have completed a full cycle thereby allowing for a more substantive report.

We will continue to keep your Board apprised regarding the compliance status related to this Sentinel Contract.

Please contact me if you have any questions or need additional information, or your staff may contact Reaver Bingham, Deputy Chief at (562) 940-2513.

JEP:MEP:REB:yb

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Officer
Georgia Mattera, Public Safety, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

July 28, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM:  Jerry E. Powers
Chief Probation Officer 

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC**
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)

On November 26, 2013, on motion by Supervisor Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the current 30-day review. The current status of the program is summarized below.

PARTICIPANT COMPLAINTS

During the week of July 7, 2014, Pretrial Services Division completed a random compliance check of 29 (30%) of the 96 active cases. Of these, 22 (76%) were successfully contacted. All participants contacted did not report any complaints.

PHONE CONTACT

From the group of 29 active participants, we also determined that 24 (83%) participants were in compliance with their schedule and 5 (17%) were not in compliance (unable to reach at home). Of the non-compliant, 3 (10%) were at home based on their activity reports but did not answer their phones and 2 (7%) were not at home.

ABSCOND REPORT

On July 15, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for June 11, 2014 to July 10, 2014. The report contained nine names. All 9 (100%) were appropriately reported by Sentinel.

NON-COMPLIANCE REPORT

On July 15, 2014, we conducted a review of all participants listed on Sentinel's Non-Compliance Report for June 11, 2014 to July 10, 2014 to determine whether Sentinel had notified Probation of the compliance problem within the required timeframe. The report contained 27 cases. Of these, there were 25 (93%) where Sentinel was in compliance with the reporting requirements and 2 (7%) were slightly late on the reporting requirement. The contract requires that Sentinel notify Probation by 5:00 P.M. one business day following the incident. Of the two non-compliant cases, Probation was notified one day late on one and two days late on the other.

PARTICIPANT COUNT DISCREPANCY

During this review, we determined that one participant was being counted twice on the active list report. Sentinel has corrected this error upon notification.

MEETING WITH SENTINEL

On July 9, 2014, we met with Sentinel to discuss the results of our June 2014 review. Sentinel informed us that they continue to make progressive efforts on correcting case management documentation. During the meeting, Sentinel also advised us that the majority of the participant fee issues would be resolved in two weeks.

PARTICIPANT FEE ISSUES

Since the last report to the Board in June, the cause of discrepancies in fees has been identified. There are two versions of the sliding scale. One was approved by the Board of Supervisors in 2005. The other version was submitted by Sentinel as part of their proposal in 2013. However, the 2005 version of the sliding scale is the one that was approved by the Board of Supervisors on November 19, 2013. This confusion accounts for the multiple instances of fees that do not correspond to the approved 2005 sliding scale.

The above confusion resulted in some participants being overcharged while other participants were actually under-charged. Some of the fees for services on the 2013 sliding scale are actually lower than charges for equivalent services on the 2005 scale. Sentinel has agreed to re-credit on all active cases and refund (with checks) on all closed cases. Sentinel has also agreed that participants who underpaid will not be

charged for what would be owed based upon the 2005 sliding scale. The scales are similar and the majority of participants' fees do not need to be adjusted.

On July 21, 2014, Sentinel provided us two reports containing 119 names which cover all currently active participants. This Sentinel report identifies both cases of overpayment and under-payment with amounts in both cases. Of these 119 cases, 16 participants needed reimbursement. This has been done. It has been verified by Probation based upon electronic records and/or photocopies of checks issued by Sentinel. Participants are being asked to sign receipts for these refunds and Probation will follow up with further verification when these receipts are available.

Fee adjustments are being made sequentially. Currently active cases are being done first, followed by inactive cases (cases where the participant completed the program in a prior month). Cases for all of the preceding months are being addressed during the next 30 days. The fee discrepancies based upon different sliding scales (2005 versus 2013) impact a period of seven months, December, 2013 through June, 2014. All cases that are currently active (as of July 1, 2014) have been assessed and the refunds have been completed. Five of the seven preceding months have been assessed and refunds will begin during the next 30 days. Cases where fees were set during the two months, December, 2013 and February, 2014, are yet to be assessed for discrepancies. These two months will be assessed within the next 30 days and refund checks will be issued or re-credits will be applied within the next 30 days as well.

We are continuing to work with Sentinel to resolve recurring issues.

Please contact me if you have any questions or need additional information, or your staff may contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Officer
Richard D. Weiss, Acting County Counsel
Georgia Mattera, Public Safety, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

September 24, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the September progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case Files

During the week of September 1, 2014, Pretrial Services conducted a review of electronic monitoring fees charged to 41 (34%) of the 119 active cases at Sentinel's Branch Offices. Based on our review, only 1 (2%) is paying at a higher rate than the sliding scale. The participant was being charged one dollar more than the approved sliding scale. We will request that Sentinel issue a reimbursement check to this individual and adjust the payments according to the approved fee scale. It should be noted that the new sliding scale was approved September 17, 2014.

Case Documentation

We also conducted a review of participants' equipment functionality, and case documentation. Out of the 41 cases, there were no significant concerns regarding equipment functionality. However, 3 (7%) case files lacked required documentation (i.e., photocopy of picture identification not on file, client's last name was misspelled or case manager unaware of client's appointment schedule). Sentinel has been notified of these issues and is expected to correct them within ten working days.

Participant Compliance Check

During this week, we also completed a random telephone compliance check of 40 (34%) active participants. All 40 (100%) were in compliance with their schedule.

Participant Complaints

From the group of 40 active participants, all 40 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On September 10, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for August 6, 2014 to September 2, 2014. The report contained 12 names. Of these, 8 (67%) were appropriately reported by Sentinel, and 4 (33%) were reported but did not meet the abscond reporting protocol time frame. According to the Contract, Sentinel must fax the abscond notice to Probation by 11:00 a.m. the next business day. The late notices were received between 7 minutes to 4 hours later.

Non-Compliance Report

On September 10, 2014, we also conducted a review of all participants listed on Sentinel's Non-Compliance Report for August 6, 2014 to September 2, 2014. The report contained 36 names. Of these, 35 (97%) were in compliance with the reporting requirements and 1 (3%) was 17 hours late on the reporting requirement time frame. The contract requires that Sentinel notify Probation by 5:00 p.m. one business day following the non-compliance incident.

Meeting with Sentinel

On September 17, 2014, we met with Sentinel to discuss the results of our August 2014 review. Sentinel issued a total of 48 refund checks to those participants who were identified as being charged at a higher rate. It is noted that Sentinel is refunding monies where fees were above the scale but is not charging participants where they underpaid according to the scale. The fee discrepancies appear to be related to confusion over two different fee scales as reported in the July review. Probation is currently working to have the more recent fee scale approved for future use. Probation is reviewing a final list of all potentially impacted

participants in order to verify all overcharges have been addressed. That full, final review of fees will be reported in the next review.

We are continuing to work with Sentinel to resolve recurring issues.

Please contact me if you have any questions or need additional information, or your staff may contact Assistant Chief Margarita Perez, at (562) 940-2511.

JEP:MEP:yb

- c: William T Fujioka, Chief Executive Officer
- Sachi A. Hamai, Executive Officer, Board of Supervisors
- Brence Culp, Chief Deputy, Chief Executive Officer
- Richard D. Weiss, Acting County Counsel
- Georgia Mattera, Public Safety, Chief Executive Office
- Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

October 31, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers *J.E.P.*
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC**
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the October progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Participant Compliance Check

On October 1, 2014 and October 2, 2014, Pretrial Services Division (PTS) completed a random telephone compliance check of 34 (33%) of the 104 active cases. Of the 34, 28 (82%) were in compliance with their schedule and 6 (18%) were not in compliance (unable to reach at home). Of the non-compliant, all 6 were home based on their activity reports but did not answer their phones. A Non-Compliance Notice will be issued to these 6 individuals.

Participant Complaints

From the group of 34 active participants, we were able to contact 28 participants. All 28 (100%) did not report of any complaints or concerns with Sentinel's service delivery.

Abscond Report

On October 8, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for September 3, 2014 to September 30, 2014. The report contained 2 names. Of these, 2 (100%) were appropriately reported by Sentinel within the required reporting guidelines.

Non-Compliance Report

On October 8, 2014, we also conducted a review of all participants listed on Sentinel's Non-Compliance Report for September 3, 2014 to September 30, 2014. The report contained 41 names. Of these, 41 (100%) were appropriately reported by Sentinel within the required reporting guidelines.

Meeting with Sentinel

On October 8, 2014, we met with Sentinel to discuss the results of our September 2014 review. Sentinel has taken appropriate actions to all issues cited in this review. The recently approved participant fee sliding scale was also discussed.

Participant Fee

On October 10, 2014, we completed our review of all the participants who were enrolled during the period of December 2013 through June 2014. There were a total of 527 participants. Of this group, 428 (81%) were charged appropriately, 72 (14%) were paying at a lower rate, and 27 (5%) were paying at a higher rate.

Of the 27 overpayment, 25 are no longer on the program and will be issued reimbursement checks by October 31, 2014. Two will be given program credit while still on the program.

We are continuing to work with Sentinel to resolve recurring issues.

Please contact me if you have any questions or need additional information, or your staff may contact Assistant Chief Margarita Perez, at (562) 940-2511.

JEP:MEP:REB:yb

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Officer
Mark Saladino, County Counsel
Georgia Mattera, Public Safety, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS

Chief Probation Officer

November 20, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers *JEP*
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the November progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of November 3, 2014, Pretrial Services Division (PTS) conducted a review of 31 (30%) of the 104 active cases at Sentinel's Branch Offices. Based on our review, 6 (19%) are being charged at a higher rate and 3 (10%) are paying at a lower rate. Per our agreement with Sentinel, we will note the discrepancies and request immediate corrective action. Of the 6 overpayment cases, we will request that Sentinel issue a reimbursement check to 3 individuals who have already completed the program while 3 will be given program credit while still on the program. The overpayment ranges from approximately \$1.00 to \$25.00.

Equipment Functionality/Case Documentation

We also conducted a review of participants' equipment functionality, including case documentation. Out of the 31 cases, there were no significant concerns regarding equipment functionality. However, 8 (26%) lack documentation (i.e., photocopy of picture identification not on file, participant's orientation sheet not signed by case manager, or case orientation notes have the incorrect risk level). This discrepancy will be discussed with Sentinel on November 20, 2014, and documented as a concern with contract compliance.

Participant Compliance Check

On November 5, 2014 and November 6, 2014, Pretrial Services Division (PTS) completed a random telephone compliance check of 31 (30%) of the 104 active cases. Of the 31, 30 (97%) were in compliance with their schedule and 1 (3%) was not in compliance (unable to reach at home). The 1 non-compliant participant was home based on his activity report but did not answer the phone. Sentinel will issue a Non-Compliance Notice to this individual.

Participant Complaints

From the group of 31 active participants, we were able to contact 30 participants. None of the 30 (100%) expressed any concerns or complaints with Sentinel's service delivery.

Abscond Report

On November 12, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for October 1, 2014 to November 4, 2014. The report contained 7 names. Of these, all 7 (100%) were appropriately reported by Sentinel within the required guidelines. All absconders have either returned or completed the program.

Non-Compliance Report

On November 12, 2014, we conducted a review of all participants listed on Sentinel's Non-Compliance Report for October 1, 2014 to November 4, 2014. The report contained 45 names. Of these, all 45 (100%) were appropriately reported by Sentinel within the required guidelines. The Non-Compliance Notices were issued to individuals who had unapproved exits, missed compliance appointments, failed to answer random telephone compliance calls or failed to pay program fees.

Meeting with Sentinel

Probation is scheduled to meet with Sentinel on November 20, 2014, to discuss the results of our October 2014 review.

Participant Fee

Last month, we reported that 27 participants were paying at a higher rate during the period of December 2013 through June 2014. Sentinel has since taken corrective action. Sentinel has provided us copies of the refund checks to 25 individuals who have already completed the program and 2 participants were given program credit while still on the program.

Each Supervisor
November 20, 2014
Page 3 of 3

Please contact me if you have any questions or need additional information or your staff my contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Office
Mark Saladino, County Counsel
Georgia Mattera, Public Safety, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

December 23, 2014

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers 
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the December progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of December 2, 2014, Pretrial Services Division (PTS) conducted a review of 32 (36%) of the 89 active cases at Sentinel's Branch Offices. Based on our review, all 32 (100%) were in compliance with the Contract Payment Scale on participant fees.

Equipment Functionality/Case Documentation

We also conducted a review of participants' equipment functionality, including case documentation. Out of the 32 cases, there were no issues found regarding equipment functionality. However, 3 (9%) case files lacked documentation (i.e., photocopy of picture identification not on file and no copy of telephone bill in case file).

These discrepancies were discussed with Sentinel on December 16, 2014. Sentinel responded that they will correct these discrepancies and obtain appropriate documents immediately.

Participant Compliance Check

On December 4, 2014 and December 5, 2014, PTS completed a random telephone compliance check of 31 (35%) of the 89 active cases. Of the 31, 26 (84%) were in compliance with their schedules and 5 (16%) were not in compliance with the requirement that they are to be reachable by phone (we were unable to reach at home). We subsequently verified that the 5 non-compliant participants were at home based on their activity report but did not answer their phones. On December 17, 2014, Sentinel issued a Non-Compliance Notice to these 5 individuals for not answering their phones.

Participant Complaints

From the group of 31 active participants, we were able to contact 26 participants. All 26 (100%) stated that they had no concerns or complaints with Sentinel's service delivery.

Abscond Report

On December 15, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for November 5, 2014 to December 2, 2014. The report contained 9 names. All 9 (100%) were appropriately reported by Sentinel.

Non-Compliance Report

On December 15, 2014, we also conducted a review of all participants listed on Sentinel's Non-Compliance Report for November 5, 2014 to December 15, 2014. The report contained 45 names. Of these, 41 (91%) were appropriately reported by Sentinel and 4 (9%) were reported late. The contract requires that Sentinel enters these incidents into their database by 5:00 p.m., the next business day. The notification was entered between 96 minutes to 1 day later. Sentinel has acknowledged that further orientation will be held with their staff, particularly with the newly hired case manager who handled 3 out of the 4 late reports.

Meeting with Sentinel

On December 16, 2014, we met with Sentinel to discuss the results of our November 2014 and December 2014 reviews. For November 2014, we determined that there were six (6) cases overpaying and three (3) were paying at lower than the Contract scale. Sentinel expressed that management did not immediately inform their case managers to apply the newly approved sliding scale. Since then, Sentinel has taken corrective actions and appropriate reimbursements were made to the respective participants. Sentinel has also updated their records relative to the eight (8) case files identified as lacking documentation. For December 2014, as outlined in this report, Sentinel has made significant improvement relative to their overall service delivery.

Each Supervisor
December 23, 2014
Page 3 of 3

Please contact me if you have any questions or need additional information or your staff my contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Interim Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Office
Mark J. Saladino, County Counsel
Georgia Mattera, Public Safety, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

January 26, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers 
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the January 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of January 5, 2015, Pretrial Services Division (PTS) conducted a review of 32 (30%) of the 105 active cases at Sentinel's Branch Offices. Based on our review, all 32 (100%) were in compliance with the Contract Payment Scale on participant fees.

Equipment Functionality/Case Documentation

We also conducted a review of participants' equipment functionality, including case documentation. Out of the 32 cases, there were no significant concerns regarding equipment functionality and case documentation was in order.

Participant Compliance Check

On January 8, 2015 and January 9, 2015, PTS completed a random telephone compliance check of 34 (32%) of the 105 active cases. Of the 34, 28 (82%) were in compliance with their schedules and 6 (18%) were not in compliance (unable to reach at

home). Of the 6 non-compliant, 5 were at home based on their activity report but did not answer their phones and 1 participant absconded. As of January 9, 2015, the 1 absconder is now in the Sheriff Department's Custody. Sentinel will issue a Non-Compliance Notice to the other 5 individuals.

Participant Complaints

From the group of 34 active participants, we were able to contact 28 participants. All 28 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On January 15, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report for December 3, 2014 to January 6, 2015. The report contained 10 names. All 10 (100%) were appropriately reported by Sentinel.

Non-Compliance Report

On January 15, 2015, we also conducted a review of all participants listed on Sentinel's Non-Compliance Report (NRC) for December 3, 2014 to January 6, 2015. The report contained 36 names. Of these, 33 (92%) were in compliance and 3 (8%) did not conform to the reporting requirements. The 3 identified as non-compliant were not entered in the Sentinel database by 5:00 p.m., the next business day. The notification was entered between 1 day and 3 hours to 1 day and 3 ½ hours later. This is viewed as a relatively minor compliance issue since the delay in reporting was only a matter of a few hours and overall compliance was at the 92% level.

Meeting with Sentinel

On January 21, 2015, we met with Sentinel to discuss the results of our January 2015 review. Sentinel is pleased with the outcome of the report with the exception of the 3 NCR cases which did not meet the reporting requirements. Sentinel will discuss these late reports with their staff for corrective actions.

As with last month's report, Sentinel has made improvement relative to their overall service delivery.

Please contact me if you have any questions or need additional information or your staff may contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Interim Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Office
Mark J. Saladino, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

February 25, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers 
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC**
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the February 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of February 3, 2015, Pretrial Services Division (PTS) conducted a review of 55 (30%) of the 183 active cases at Sentinel's Branch Offices. Based on our review, all 55 (100%) were in compliance with the Contract Payment Scale on participant fees.

Equipment Functionality/Case Documentation

We also conducted a review of participants' equipment functionality, including case documentation. Out of the 55 cases, there were no significant concerns regarding equipment functionality and case documentation was in order.

Participant Compliance Check

On February 5, 2015 and February 6, 2015, PTS completed a random telephone compliance check of 60 (33%) of the 183 active cases. Of the 60, 50 (83%) were in compliance with their schedules and 10 (16%) were not in compliance (unable to reach at home). Of the 10 non-compliant, 8 were home based on their activity report but did not answer their phones and 1 returned home late, from work, due to traffic. Sentinel will issue a Non-Compliance Notice to these 9 individuals. The 1 remaining non-compliant participant has absconded. We have notified the Sheriff's Department to remand the absconder immediately upon apprehension.

Participant Complaints

From the group of 60 active participants, we were able to contact 50 participants. All 50 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On February 12, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report for January 7, 2015 to February 3, 2015. The report contained 10 names. All 10 (100%) were appropriately reported by Sentinel.

Non-Compliance Report

On February 12, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report (NCR) for January 7, 2015 to February 3, 2015. The report contained 64 names. Of these, 63 (98%) were in compliance and 1 (2%) did not conform to the reporting requirements. The 1 participant identified as non-compliant was not entered in the Sentinel database by 5:00 p.m. the next business day. The notification was therefore entered 5 hours and 49 minutes late.

Meeting with Sentinel

On February 18, 2015, we met with Sentinel to discuss the results of our February 2015 review. Sentinel is again pleased with the outcome of the report with the exception of 1 NCR case which did not meet the reporting requirements. Sentinel will discuss this late report with their staff for corrective actions purposes.

Please contact me if you have any questions or need additional information or your staff my contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

- c: Sachi A. Hamai, Interim Chief Executive Officer
- Patrick Ogawa, Acting Executive Officer, Board of Supervisors
- Brence Culp, Chief Deputy, Chief Executive Office
- Mark J. Saladino, County Counsel
- Sheila Williams, Senior Manager, Chief Executive Office
- Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

March 24, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers *JP*
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the March 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of March 3, 2015, Pretrial Services Division (PTS) conducted a review of 85 (30%) of the 284 active cases at Sentinel's Branch Offices. Based on our review, one participant (1%) was being charged \$2.00 more than the approved Contract Payment Scale on participant fees. Sentinel has been advised and has subsequently adjusted the participant fee to the corrected amount. Sentinel will issue a refund check or provide the participant credit while still on the program.

Equipment Functionality/Case Documentation

A review was also conducted that included participants' equipment functionality and case documentation. Out of the 85 cases, there were no significant concerns regarding equipment functionality and case documentation was in order.

Participant Compliance Check

On March 4, 2015 and March 6, 2015, PTS completed a random telephone compliance check of 89 (31%) of the 284 active cases. Of the 89, 77 (87%) were in compliance with their schedules and 12 (13%) were not in compliance (unable to reach at home). All of the non-compliant participants were at home based on their activity report but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these individuals for failure to answer their phones.

Participant Complaints

From the group of 89 active participants, we were able to contact 77 participants. All 77 (100% of those contacted) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On March 12, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report (ABS) for February 4, 2015 to March 3, 2015. The report contained 11 names. Of these, 10 (91%) were appropriately reported by Sentinel within the required guidelines. However, 1 (9%) did not conform to the reporting requirements. The 1 identified as non-compliant was not entered in the Sentinel database by 11:00 a.m., the next business day. The notification was entered 3 hours and 34 minutes late. Sentinel has been advised and states corrective action will be taken.

Non-Compliance Report

On March 12, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report (NCR) for February 4, 2015 to March 3, 2015. The report contained 92 names. Of these, 89 (97%) were reported by Sentinel within the required guidelines. However, 3 (3%) did not conform to the reporting requirements. The 3 identified as non-compliant were not entered in the Sentinel database by 5:00 p.m., the next business day. The notifications were entered between approximately one hour and 7 hours late. Sentinel has been advised of this compliance issue and states that they will take corrective action.

Meeting with Sentinel

On March 20, 2015, we met with Sentinel to discuss the results of our March 2015 review. Sentinel has agreed with the findings of our review. They acknowledged one participant fee issue and the four minor late notifications (1 ABS and 3 NCR). As noted above, Sentinel will discuss these items with their staff for corrective action purposes.

As with the previous three reports, Sentinel continues to show improved performance relative to their overall service delivery.

Each Supervisor
March 24, 2015
Page 3 of 3

Please contact me if you have any questions or need additional information or your staff my contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Interim Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mark J. Saladino, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

April 21, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers
Chief Probation Officer

JEP

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the April 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of April 1, 2015, Pretrial Services Division (PTS) conducted a review of 29 (10%) of the 287 active cases at Sentinel's Branch Offices. Based on our review, one participant (3%) was being charged \$1.00 more than the approved Contract Payment Scale on participant fees. Sentinel has been advised and has subsequently adjusted the participant fee to the corrected amount. Sentinel will issue a refund check or provide the participant credit while still on the program.

Equipment Functionality/Case Documentation

A review was also conducted that included participants' equipment functionality and case documentation. Out of the 29 cases, there were no significant concerns regarding equipment functionality and case documentation was in order.

Participant Compliance Check

On April 2, 2015, PTS completed a random telephone compliance check of 37 (13%) of the 287 active cases. Of the 37, 32 (86%) were in compliance with their schedules and 5 (14%) were not in compliance (unable to reach at home). All of the non-compliant participants were at home based on their activity report but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these individuals for failure to answer their phones.

Participant Complaints

From the group of 37 active participants, we were able to contact 32 participants. All 32 (100% of those contacted) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On April 8, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report (ABS) for March 4, 2015 to April 3, 2015. The report contained 18 names. Of these, all 18 (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On April 8, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report (NCR) for March 4, 2015 to April 3, 2015. The report contained 136 names. Of these, all 136 (100%) were reported by Sentinel within the required guidelines.

Meeting with Sentinel

On April 15, 2015, we met with Sentinel to discuss the results of our April 2015 review. In general, Sentinel agreed with the findings of our review.

Sentinel continues to show improved performance relative to their overall service delivery.

Please contact me if you have any questions or need additional information or your staff my contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Interim Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mark J. Saladino, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

May 27, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers *J.P.*
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the May 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of May 4, 2015, Pretrial Services Division (PTS) conducted a review of 31 (10%) of the 303 active cases at Sentinel's Branch Offices. Based on our review, three participants (10%) were being charged \$1.00 to \$4.00 more than the approved Contract Payment Scale on participant fees. Sentinel has been advised and has subsequently adjusted the participant fee to the corrected amount. Sentinel will issue a refund check or provide the participant credit while still on the program.

Equipment Functionality/Case Documentation

A review was also conducted that included participants' equipment functionality and case documentation. Out of the 31 cases, there were no significant concerns regarding equipment functionality and case documentation was in order.

Participant Compliance Check

On May 7, 2015, PTS completed a random telephone compliance check of 34 (11%) of the 301 active cases. Of the 34, 29 (85%) were in compliance with their schedules and 5 (15%) were not in compliance (unable to reach at home). All of the non-compliant participants were at home based on their activity report but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these individuals for failure to answer their phones.

Participant Complaints

From the group of 34 active participants, we were able to contact 29 participants. All 29 (100% of those contacted) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On May 6, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report (ABS) for April 6, 2015 to May 1, 2015. The report contained 17 names. Of these, all 17 (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On May 6, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report (NCR) for April 6, 2015 to May 1, 2015. The report contained 94 names. Of these, all 94 (100%) were reported by Sentinel within the required guidelines.

Meeting with Sentinel

On May 22, 2015, we met with Sentinel to discuss the results of our May 2015 review. Sentinel agreed with our findings and will take appropriate corrective actions.

Please contact me if you have any questions or need additional information or your staff may contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Interim Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mark J. Saladino, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

June 19, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers *J. E. Powers*
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the June 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of June 1, 2015, Pretrial Services Division (PTS) conducted a review of 31 (11%) of the 294 active cases at Sentinel's Branch Offices. Based on our review, all 31 (100%) were in compliance with the Contract Payment Scale on participant fees.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 31 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 31 cases, one (1) case file (3%) did not have the proper documentation relative to the case manager allowing the participant to go to the Children's Court for custody matter. Sentinel has been notified and the appropriate documentation was placed in the case file.

Participant Compliance Check

On June 4, 2015, PTS completed a random telephone compliance check of 32 (11%) of the 294 active cases. Of the 32, 26 (81%) were in compliance with their schedules and 6 (19%) were not in compliance (unable to reach at home). All of the non-compliant participants were at home based on their activity report but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these individuals for failure to answer their phones.

Participant Complaints

On June 4, 2015, we randomly attempted to contact 32 active participants. Of this group, we were able to reach 26 participants. All 26 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On June 9, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report (ABS) for May 4, 2015 to June 2, 2015. The report contained 32 names. Of these, all 32 (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On June 9, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report (NCR) for May 4, 2015 to June 2, 2015. The report contained 96 names. Of these, 89 (93%) were reported by Sentinel within the required guidelines. Seven (7%) did not conform to the reporting requirements. The 7 identified as non-compliant were not entered in the Sentinel database by 5:00 p.m., the next business day. The notifications were entered between six hours and 36 hours late.

While shorter delays are clearly a contract discrepancy, 36 hours is of much greater concern and has been specifically addressed as a more significant concern with Sentinel on June 16, 2015. Sentinel will discuss these late reports with their staff for corrective actions.

Meeting with Sentinel

On June 16, 2015, we met with Sentinel to discuss the results of our June 2015 review. Sentinel agreed with our findings and will take appropriate corrective actions.

Each Supervisor
June 19, 2015
Page 3 of 3

Please contact me if you have any questions or need additional information or your staff may contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Interim Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mary Wickham, Interim County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

December 18, 2015

TO: Hilda Solis, Chair
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM:  Jerry E. Powers
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the December 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of December 2, 2015, Pretrial Services Division conducted a review of 31 cases (17%) of the 184 active cases at Sentinel's Branch Offices. Based on our review, all 31 (100%) were in compliance with the approved Contract Payment Scale on participant fees.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 31 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 31 cases, all 31 (100%) of the cases had proper documentation.

Participant Compliance Check

On December 2, 2015, we completed a random telephone compliance check of 24 (13%) of the 184 active cases. Of the 24, 20 (83%) were in compliance with their schedules and four (17%) were not in compliance (unable to reach at home). All four non-compliant participants were at home based on their activity report but did not answer their phones. Sentinel will issue a Non-Compliance Notice to the four individuals that did not answer their phones.

Participant Complaints

On December 2, 2015, we randomly attempted to contact 24 active participants. Of this group, we were able to contact 20 participants. All 20 (100% of those contacted) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On December 7, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report for November 4, 2015 to December 1, 2015. The report contained 12 names. Of these, all 12 (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On December 7, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report for November 4, 2015 to December 1, 2015. The report contained 76 names. Of these, all 76 (100%) were appropriately reported by Sentinel within the required guidelines.

Meeting with Sentinel

On December 16, 2015, we meet with Sentinel to discuss the results of our December 2015 review. Sentinel agreed with the findings and will take appropriate corrective actions.

Please contact me if you have any questions or need additional information or your staff may contact Bureau Chief Ed Johnson, at (818) 904-8064.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mary C. Wickham, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS

Chief Probation Officer

October 13, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers
Chief Probation Officer

JA

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC, ADULT ELECTRONIC MONITORING PROGRAM (ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the September 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of September 1, 2015, Pretrial Services Division (PTS) conducted a review of 41 (15%) of the 267 active cases at Sentinel's Branch Offices. Based on our review, all 41 (100%) were in compliance with the approved Contract Payment Scale on participant fees.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 41 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 41 cases reviewed, one (2%) case file did not have the proper documentation. The participant's initials were missing from pages 2, 3, 4, and 6 of the client's contract packet. Sentinel has been notified and will take appropriate action.

Rebuild Lives and Provide for Healthier and Safer Communities

Participant Compliance Check

On September 3, 2015, PTS completed a random telephone compliance check of 30 (11%) of the 267 active cases. Of the 30, 26 (87%) were in compliance with their schedules and four (13%) were not in compliance (unable to reach at home). All four non-compliant participants were at home based on their activity report (electronic monitoring data) but did not answer their phones. Sentinel will issue a Non-Compliance Notice to the four individuals that did not answer their phones.

Participant Complaints

On September 3, 2015, we randomly attempted to contact 30 active participants. Of this group, we were able to contact 26 participants. All 26 (100% of those contacted) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On September 9, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report for August 5, 2015 to September 1, 2015. The report contained 16 names. Of these, all 16 (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On September 9, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report for August 5, 2015 to September 1, 2015. The report contained 98 names. Of these, 97 (99%) were reported by Sentinel within the required guidelines. However, one (1%) did not conform to the reporting requirements. The one identified as non-compliant was not entered in the Sentinel database by 5:00 p.m., the next business day. The notification was entered six hours and 36 minutes late. Sentinel has been advised of this compliance issue and states that they will take corrective action.

Meeting with Sentinel

On September 16, 2015, we will meet with Sentinel to discuss the results of our September 2015 review.

Please contact me if you have any questions or need additional information or your staff may contact Bureau Chief Ed Johnson, at (818) 756-4723.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mary C. Wickham, Interim County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

November 23, 2015

TO: Each Supervisor

FROM: Jerry E. Powers *J.E.P.*
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC ADULT ELECTRONIC MONITORING PROGRAM (ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the November 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of November 2, 2015, Pretrial Services Division conducted a review of 33 cases (15%) of the 217 active cases at Sentinel's Branch Offices. Based on our review, two participants (6% of the 33 active cases reviewed) were being charged \$1.00 more than the approved Contract Payment Scale on participant fees. Sentinel has been advised and has subsequently adjusted the participant fee to the corrected amount. Sentinel will issue a refund check or provide the participant credit while still on the program. These discrepancies on fees have continued to occur. While the amounts are relatively small, discrepancies have been found in 11 of the last 13 monthly audits. Pretrial Services Division will be serving Sentinel with a formal Contract Discrepancy Report regarding fees by next month, December 2015.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 33 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 33 cases reviewed, there was one (3%) case file concern regarding scheduled office visits not set according to risk level. Sentinel has been notified and the participant's compliance appointment has been set according to risk level.

Participant Compliance Check

On November 4, 2015, PTS completed a random telephone compliance check of 28 (13%) of the 217 active cases. Of the 28, 25 (89%) were in compliance with their schedules and three (11%) were not in compliance (unable to reach at home). All of the non-compliant participants were at home based on their activity report but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these individuals for failure to answer their phones.

Participant Complaints

On November 4, 2015, we randomly attempted to contact 28 active participants. Of this group, we were able to contact 25 participants. All 25 (100% of those contacted) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On November 10, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report for October 7, 2015 to November 3, 2015. The report contained 13 names. Of these, all 13 (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On November 10, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report for October 7, 2015 to November 3, 2015. The report contained 118 names. Of these, all 118 (100%) were appropriately reported by Sentinel within the required guidelines.

Meeting with Sentinel

On November 24, 2015, we will meet with Sentinel to discuss the results of our November 2015 review.

Please contact me if you have any questions or need additional information or your staff may contact Bureau Chief Ed Johnson, at (818) 904-8064.

JEP:MEP:REB:yb

c: Sachi A. Hamai, Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mary C. Wickham, Interim County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY
DOWNEY, CALIFORNIA 90242
(562) 940-2501



CALVIN C. REMINGTON
Interim Chief Probation Officer

February 26, 2016

TO: Each Supervisor

FROM: Calvin C. Remington *RB for CCR*
Interim Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on a motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC (Sentinel) for the Electronic Monitoring (EM) Program.

This is the February 2016, progress report on the EM Program overseen by the Probation Department's Pretrial Services Division (PTS) and contracted with Sentinel.

Active Case File

During the week of February 3, 2016, PTS conducted a review of 23 (16%) of the 145 active cases at Sentinel's branch offices. There were no discrepancies found during this audit period.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 23 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 23 cases, all 23 (100%) of the cases had proper documentation.

Participant Compliance Check

On February 4, 2016, PTS completed a random telephone compliance check of 19 (13%) of the 145 active cases. All 19 (100%) were in compliance with their schedules.

Participant Complaints

On February 4, 2016, we randomly attempted to contact 19 active participants. All 19 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On February 11, 2016, we conducted a review of all participants listed on Sentinel's Abscond Report (ABS) for the period of January 6, 2016 through February 2, 2016. The ABS report contained three names. Of these, all three (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On February 11, 2016, PTS conducted a review of all participants listed on Sentinel's Non-Compliance Report (NCR) for the period of January 6, 2016 through February 2, 2016. The report contained 74 names. Of these, all 74 (100%) were appropriately reported by Sentinel within the required guidelines.

Meeting with Sentinel

On February 25, 2016, PTS will meet with Sentinel to discuss the results of our February 2016 review.

Please contact me if you have any questions or your staff may contact Bureau Chief Ed Johnson, at (818) 904-8064.

CCR:REB:EM:ed

c: Sachi A. Hamai, Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mary C. Wickham, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY
DOWNEY, CALIFORNIA 90242
(562) 940-2501



CALVIN C. REMINGTON
Interim Chief Probation Officer

March 29, 2016

TO: Each Supervisor

FROM: Calvin C. Remington *RB for CR*
Interim Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on a motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC (Sentinel) for the Electronic Monitoring (EM) Program.

This is the March 2016, progress report on the EM Program overseen by the Probation Department's Pretrial Services Division (PTS) and contracted with Sentinel.

Active Case Files

During the week of February 29, 2016, PTS conducted a review of 25 cases (16%) of the 154 active cases at Sentinel's branch offices. There were no discrepancies found during this audit period.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 25 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 25 cases reviewed, all 25 (100%) of the cases had proper documentation.

Participant Compliance Check

On March 3, 2016, PTS completed a random telephone compliance check of 20 (13%) of the 154 active cases, of which 17 (85%) were in compliance with their schedules, and three (15%) were not in compliance (unable to reach at home). All of the non-compliant participants were at home based on their activity report, but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these three individuals for failure to answer their phones.

Participant Complaints

Of the group of 17 participants PTS was able to contact, all 17 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On March 7, 2016, PTS conducted a review of all participants listed on Sentinel's Abscond Report for the period of February 3, 2016 through March 1, 2016. The report contained seven names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

PTS also conducted a review of all participants listed on Sentinel's Non-Compliance Report for the period of February 3, 2016 through March 1, 2016. The report contained 54 names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Meeting with Sentinel

On March 22, 2016, PTS met with Sentinel to discuss the results of our March 2016 review. Sentinel agreed with our findings.

Please contact me if you have any questions or your staff may contact Bureau Chief Ed Johnson, at (818) 904-8064.

CCR:REB:EJ:em

c: Sachi A. Hamai, Chief Executive Officer
Lori Glasgow, Executive Officer, Board of Supervisors
Mary C. Wickham, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY
DOWNEY, CALIFORNIA 90242
(562) 940-2501



CALVIN C. REMINGTON
Interim Chief Probation Officer

April 29, 2016

TO: Each Supervisor

FROM: Calvin C. Remington *CC Remington*
Interim Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on a motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC (Sentinel) for the Electronic Monitoring (EM) Program.

This is the April 2016, progress report on the EM Program overseen by the Probation Department's Pretrial Services Division (PTS) and contracted with Sentinel.

Active Case Files

During the week of April 4, 2016, PTS conducted a review of 24 cases (16%) of the 153 active cases at Sentinel's branch offices. There were no discrepancies found during this audit period. All 24 (100%) cases were in compliance with the approved Contract Payment Scale on participant fees.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 24 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 24 cases reviewed, all 24 (100%) of the cases had proper documentation.

Participant Compliance Check

On April 6, 2016, PTS completed a random telephone compliance check of 16 (10%) of the 153 active cases, of which 15 (94%) were in compliance with their schedules, and one (6%) was not in compliance (unable to reach at home). The non-compliant participant was at home based on the activity report, but did not answer the phone. Sentinel will issue a Non-Compliance Notice to this individual for failure to answer the phone.

Participant Complaints

Of the group of 15 participants PTS was able to contact, all 15 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On April 8, 2016, PTS conducted a review of all participants listed on Sentinel's Abscond Report for the period of March 2, 2016 through April 5, 2016. The report contained nine names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On April 8, 2016, PTS also conducted a review of all participants listed on Sentinel's Non-Compliance Report for the period of March 2, 2016 through April 5, 2016. The report contained 77 names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Meeting with Sentinel

On April 28, 2016, PTS met with Sentinel to discuss the results of our April 2016 review. Sentinel agreed with our findings and will take appropriate corrective actions.

Please contact me if you have any questions or your staff may contact Bureau Chief Ed Johnson, at (818) 904-8064.

CCR:REB
EJ:em

c: Sachi A. Hamai, Chief Executive Officer
Lori Glasgow, Executive Officer, Board of Supervisors
Mary C. Wickham, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY
DOWNEY, CALIFORNIA 90242
(562) 940-2501



CALVIN C. REMINGTON
Interim Chief Probation Officer

June 8, 2016

TO: Each Supervisor

FROM: Calvin C. Remington 
Interim Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on a motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC (Sentinel) for the Electronic Monitoring (EM) Program.

This is the May 2016, progress report on the EM Program overseen by the Probation Department's Pretrial Services Division (PTS) and contracted with Sentinel.

Active Case Files

During the week of May 4, 2016, PTS conducted a review of 24 cases (15%) of the 158 active cases at Sentinel's Branch Offices. Based on our review, one (4%) was being charged \$1.00 more than the approved Contract Payment Scale on participant fees. Two days after our review, Sentinel discovered this error on their own and subsequently made the appropriate fee adjustments.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 24 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 24 cases reviewed, all 24 (100%) of the cases had proper documentation.

Participant Compliance Check

On May 9, 2016, PTS completed a random telephone compliance check of 21 (13%) of the 158 active cases, of which 17 (81%) were in compliance with their schedules, and four (19%) were not in compliance (unable to reach at home). Of the four non-compliant,

three were at home based on the activity report, but did not answer the phone. Sentinel will issue Non-Compliance Notice to these individuals. The one remaining non-compliant was not at home and was subsequently remanded into custody effective May 12, 2016.

Participant Complaints

Of the group of 17 participants PTS was able to contact, all 17 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On May 10, 2016, PTS conducted a review of all participants listed on Sentinel's Abscond Report for the period of April 06, 2016 through May 3, 2016. The report contained 14 names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On May 10, 2016, PTS also conducted a review of all participants listed on Sentinel's Non-Compliance Report for the period of April 6, 2016 through May 3, 2016. The report contained 77 names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Meeting with Sentinel

On May 25, 2016, PTS met with Sentinel to discuss the results of our May 2016 review. Sentinel agreed with our findings and will take appropriate corrective actions.

Please contact me if you have any questions or your staff may contact Bureau Chief Ed Johnson, at (562) 382-2216.

CCR:REB:EJ:em

c: Sachi A. Hamai, Chief Executive Officer
Lori Glasgow, Executive Officer, Board of Supervisors
Mary C. Wickham, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY
DOWNEY, CALIFORNIA 90242
(562) 940-2501



CALVIN C. REMINGTON
Interim Chief Probation Officer

June 27, 2016

TO: Each Supervisor

FROM: Calvin C. Remington *CC Remington*
Interim Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on a motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC (Sentinel) for the Electronic Monitoring (EM) Program.

This is the June 2016, progress report on the EM Program overseen by the Probation Department's Pretrial Services Division (PTS) and contracted with Sentinel.

Active Case File

During the week of May 31, 2016, PTS conducted a review of 20 cases (15%) of the 132 active cases at Sentinel's branch offices. There were no discrepancies found during this audit period.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 20 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 20 cases reviewed, all 20 (100%) of the cases had proper documentation.

Participant Compliance Check

On June 2, 2016, PTS completed a random telephone compliance check of 15 (11%) of the 132 active cases, of which 13 (87%) were in compliance with their schedules, and two (13%) were not in compliance (unable to reach at home). The two non-compliant participants were at home based on the activity report, but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these two individuals for failure to answer their phones.

Participant Complaints

Of the group of 13 participants PTS was able to contact, all 13 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On June 7, 2016, PTS conducted a review of all participants listed on Sentinel's Abscond Report for the period of May 4, 2016 through May 31, 2016. The report contained 11 names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On June 7, 2016, PTS also conducted a review of all participants listed on Sentinel's Non-Compliance Report for the period of May 4, 2016 through May 31, 2016. The report contained 99 names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Meeting with Sentinel

On June 15, 2016, PTS met with Sentinel to discuss the results of our June 2016 review. Sentinel agreed with our findings and will make the appropriate corrective actions.

Please contact me if you have any questions or your staff may contact Bureau Chief Ed Johnson, at (562) 382-2216.

CCR:REB:EJ:em

c: Sachi A. Hamai, Chief Executive Officer
Lori Glasgow, Executive Officer, Board of Supervisors
Mary C. Wickham, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY
DOWNEY, CALIFORNIA 90242
(562) 940-2501



CALVIN C. REMINGTON
Interim Chief Probation Officer

August 29, 2016

TO: Each Supervisor

FROM: *Cal* Calvin C. Remington
Interim Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on a motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC (Sentinel) for the Electronic Monitoring (EM) Program.

This is the August 2016, progress report on the EM Program overseen by the Probation Department's Pretrial Services Division (PTS) and contracted with Sentinel.

Active Case File

During the week of August 3, 2016, PTS conducted a review of 20 cases (17%) of the 119 active cases at Sentinel's branch offices. There were no discrepancies found during this audit period.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 20 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 20 cases reviewed, one (5%) did not have accurate documentation regarding the participant's employment status and gross income used to determine the daily fee (documented as unemployed rather than employed and documented the net income rather than gross income). Sentinel has been notified and will accurately correct the participant's employment status.

Participant Compliance Check

On August 3, 2016, PTS completed a random telephone compliance check of 18 (15%) of the 119 active cases, of which 13 (72%) were in compliance with their schedules, and five (28%) were not in compliance (unable to reach at home). The five (5) non-compliant participants were at home based on the activity report, but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these five individuals for failure to answer their phones.

Participant Complaints

Of the group of 13 participants PTS was able to contact, all 13 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On August 9, 2016, PTS conducted a review of all participants listed on Sentinel's Abscond Report for the period of July 6, 2016 through August 2, 2016. The report contained 10 names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On August 9, 2016, PTS also conducted a review of all participants listed on Sentinel's Non-Compliance Report for the period of July 6, 2016 through August 2, 2016. The report contained 57 names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Meeting with Sentinel

On August 22, 2016, PTS met with Sentinel to discuss the results of our August 2016 review. Sentinel agreed with our findings and will take the appropriate corrective actions.

Please contact me if you have any questions or your staff may contact Bureau Chief Ed Johnson, at (562) 382-2216.

CCR:REB:EJ:em

c: Sachi A. Hamai, Chief Executive Officer
Lori Glasgow, Executive Officer, Board of Supervisors
Mary C. Wickham, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

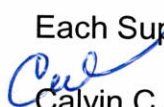
9150 EAST IMPERIAL HIGHWAY
DOWNEY, CALIFORNIA 90242
(562) 940-2501



CALVIN C. REMINGTON
Interim Chief Probation Officer

September 26, 2016

TO: Each Supervisor

FROM:  Calvin C. Remington
Interim Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on a motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC (Sentinel) for the Electronic Monitoring (EM) Program.

This is the September 2016, progress report on the EM Program overseen by the Probation Department's Pretrial Services Division (PTS) and contracted with Sentinel.

Active Case File

During the week of September 7, 2016, PTS conducted a review of 18 cases (17%) of the 103 active cases at Sentinel's branch offices. There were no discrepancies found during this audit period.

Equipment Functionality

A review was also conducted that included participants' equipment functionality. Out of the 18 cases, there were no significant concerns regarding equipment functionality.

Case Documentation

Out of the 18 cases reviewed, all 18 (100%) of the cases had proper documentation.

Participant Compliance Check

On September 7, 2016, PTS completed a random telephone compliance check of 12 (12%) of the 103 active cases, of which nine (75%) were in compliance with their schedules, and three (25%) were not in compliance (unable to reach at home).

Rebuild Lives and Provide for Healthier and Safer Communities

The three (3) non-compliant participants were at home based on the activity report, but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these three (3) individuals for failure to answer their phones.

Participant Complaints

Of the group of 12 participants PTS was able to contact, all 12 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On September 13, 2016, PTS conducted a review of all participants listed on Sentinel's Abscond Report for the period of August 3, 2016 through September 6, 2016. The report contained eight names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Non-Compliance Report

On September 13, 2016, PTS also conducted a review of all participants listed on Sentinel's Non-Compliance Report for the period of August 3, 2016 through September 6, 2016. The report contained 78 names, all of which (100%) were appropriately reported by Sentinel within the required guidelines.

Meeting with Sentinel

On September 21, 2016, PTS met with Sentinel to discuss the results of our September 2016 review. Sentinel agreed with our findings and will take the appropriate corrective actions.

Please contact me if you have any questions or your staff may contact Bureau Chief Ed Johnson, at (562) 382-2216.

CCR:REB:EJ:em

c: Sachi A. Hamai, Chief Executive Officer
Lori Glasgow, Executive Officer, Board of Supervisors
Mary C. Wickham, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies